Citizens Advice coronavirus data report

Data trends in June 2020

June 2020

4.9 million
views of our website

Most viewed advice pages

1. Being furloughed if you can't work
2. Redundancy pay
3. Check if your redundancy is fair
4. Redundancy notice period
5. If you want a refund because of coronavirus

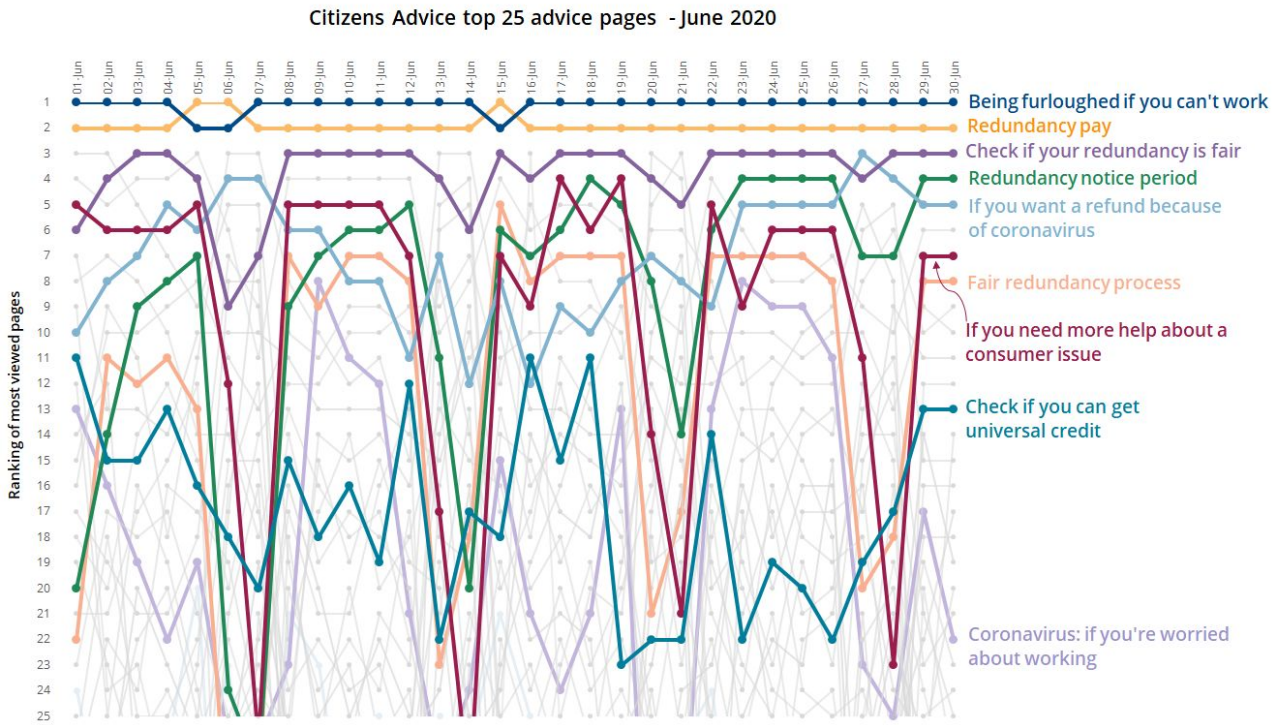
148,200
people given advice on the phone or via email and webchat

Top issues advisers helped with

1. Universal Credit
2. Benefits and tax credits
3. Debt

Top search term:
"Redundancy"

Top advice pages on Citizens Advice website



Our webpage on being furloughed was the most viewed advice page for 27 days in June.

This month redundancy advice pages have dominated the most popular advice pages. By the end of June, 4 out of the top 10 pages were related to redundancy. Our advice on redundancy pay has been in the top 2 most viewed advice pages every day throughout June.

People are increasingly looking for advice on consumer issues. Our pages 'If you want a refund because of coronavirus' and 'If you need more help about a consumer issue' were in the top 10 most viewed pages at the end of June.

Top search terms

Searches on Citizens Advice website:

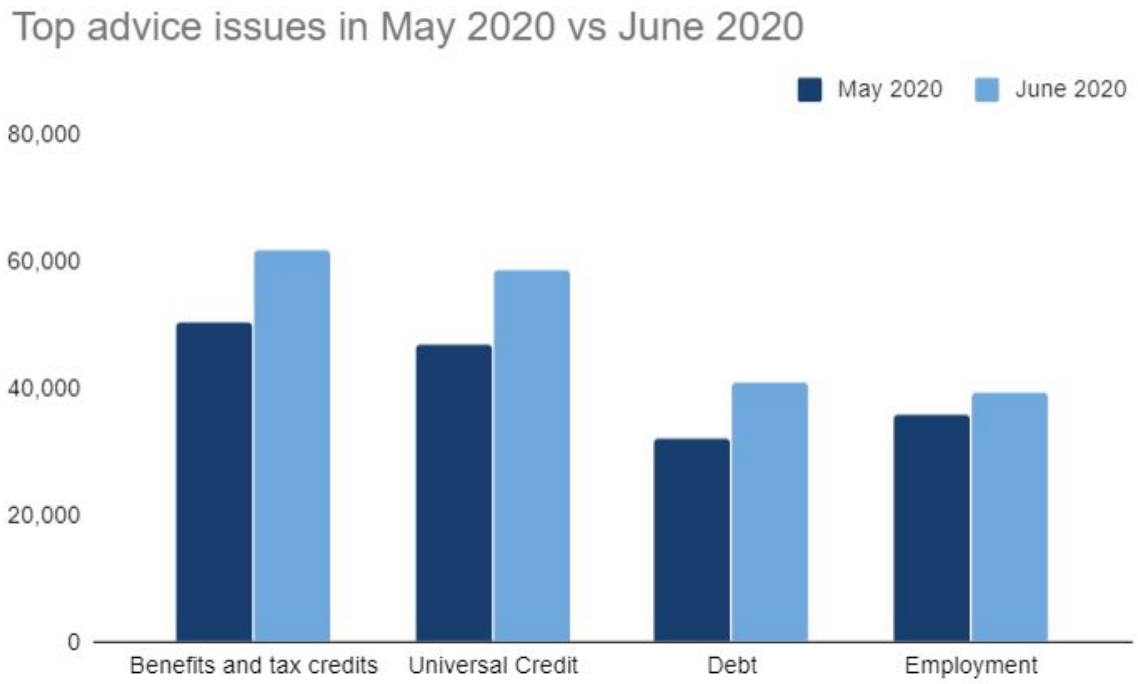
		Change from May to June:
1	Redundancy	↑ 123%
2	Divorce	↑ 43%
3	Furlough	↓ 22%
4	Universal credit	↑ 10%
5	Housing	↑ 23%

Spotlight on redundancy searches

The top 5 Google searches on redundancy that led people to the Citizens Advice website were:

1. ‘redundancy pay’
2. ‘voluntary redundancy’
3. ‘redundancy process’
4. ‘redundancy calculator’
5. ‘how much is redundancy pay?’

Advice given by local offices



Top 4 advice areas

In June, our advisers supported people with more than 333,000 issues. Our top four advice areas were **benefits and tax credits** (61,800 issues), **Universal Credit** (58,500 issues), **debt** (41,000 issues) and **employment** (39,400 issues).

In June 2019, the top 4 issues in order were **benefits and tax credits**, **debt**, **Universal Credit**, and **housing**.

Spotlight on employment issues

Christine's story

Christine was furloughed for three months from her cleaning job with a letting agency. Her boss recently asked her to return to work, and she told him that she would only be able to work during school hours, as she can't leave her son at home on his own. She would usually have help from a childminder outside school hours, but the childminder isn't working due to the pandemic. Her employer said this was unacceptable and dismissed her with one week's notice. She came to Citizens Advice because she was paid wages due and pay in lieu of notice, but not her outstanding holiday pay, and she wanted support to get this.

Idil's story

Idil had been working for her employer for around 10 months prior to the pandemic. She was made redundant and her employer said they wouldn't be furloughing staff. However, Idil's colleagues in the same department told her they were offered furlough or reduced hours. Idil came to Citizens Advice for support because she believes that her employer has discriminated against her, selecting her for redundancy on the basis of her religion and ethnicity.

Year-on-year, employment advice issues have nearly doubled.

Top 3 employment advice issues in June:

1. Furlough scheme
2. Redundancy
3. Pay and entitlements